



COMMONWEALTH OF MASSACHUSETTS

SKYPE FOR BUSINESS TO
TEAMS UPGRADE:
SEARCH AND CHAT TIPS USING
MICROSOFT TEAMS

July 2020

Learn more about Microsoft Teams

Microsoft Teams provides search tools to help you locate messages, files, and other information quickly. Use these best practices for organizing content and search tips to quickly find messages and files when you need them.

Look for the optional self-learning links throughout for further information.

Content:

- 7 tips to search and organize content in Teams
- 3 tips to chat like a pro
- 3 tips to chat like a pro using the mobile app

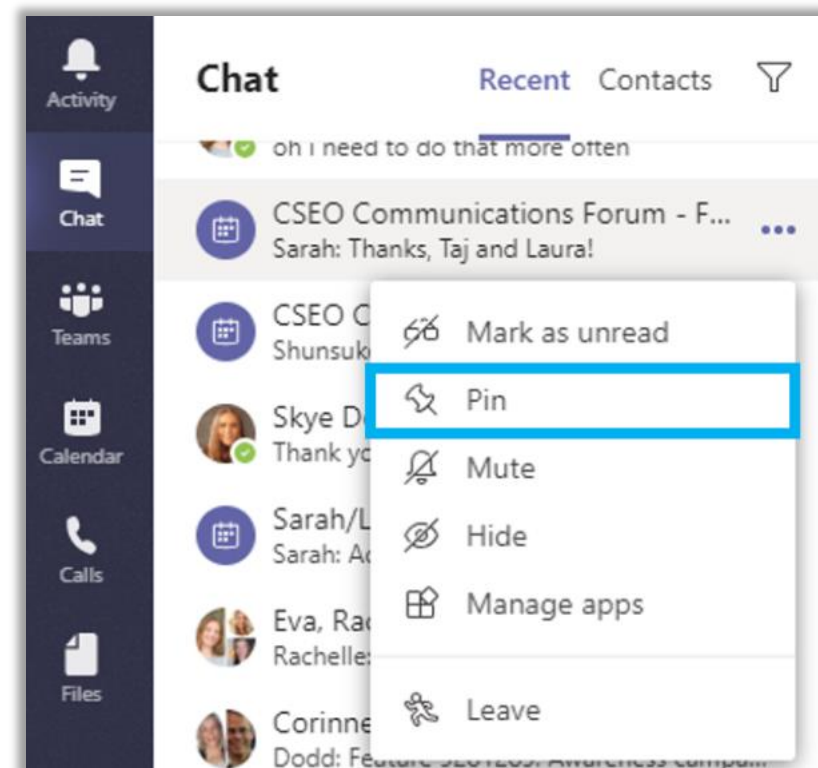


Search and organize content

Tip 1: Pin a chat for frequent access.

If you chat with a person or group frequently, you can pin the chat. The chat will then show at the top of your chat list.

You can do this by hovering over the chat, selecting the ellipses [...], and then selecting **Pin**.



Click [here](#) to view a short video on starting and pinning a chat.



Search and organize content

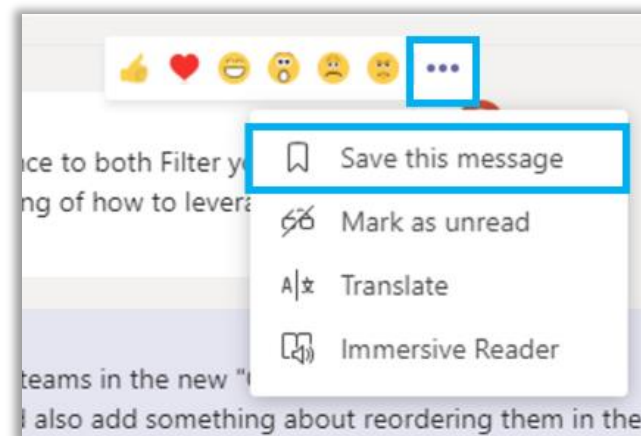
Tip 2: Use the save ribbon to quickly reference messages from a channel conversation, one-on-one chat, group chat, or meeting chat.

To save a message:

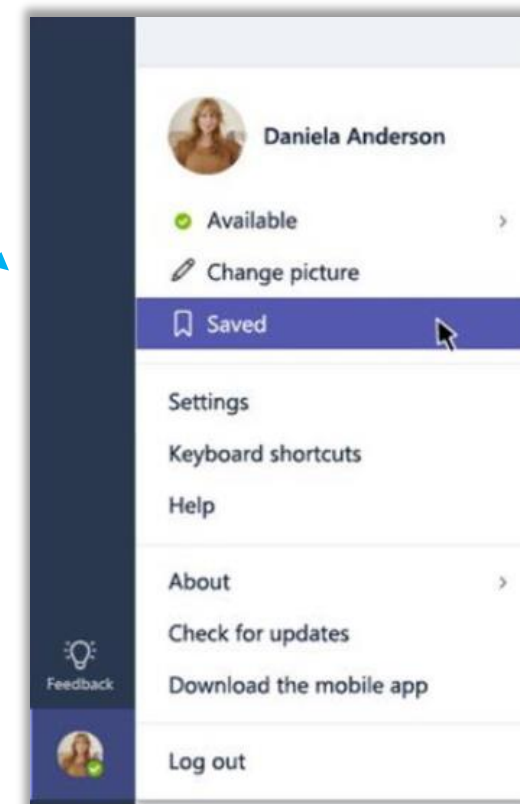
- Hover over a chat or conversation—click the ellipsis [...] to access the **More options** menu.
- Click **Save this message**. A ribbon icon will appear under your profile image to confirm the item has been saved.

To access your saved content:

- Click your **profile image** in the top-right corner of Teams.
- Select **Saved** from the drop-down menu.



Click [here](#) to view a short video.



You can also use the **command box** to search for specific content within your saved items. Type **/saved** in the command box, then the search terms for the item you need.

To remove an item from your saved content, simply click the ribbon again.



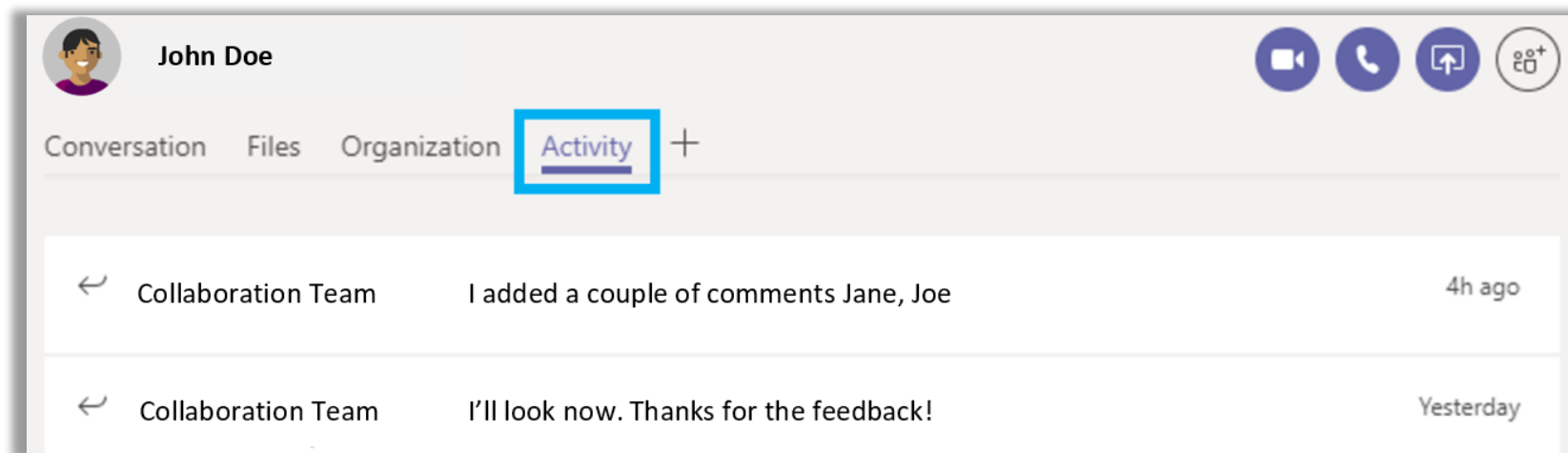
Search and organize content

Tip 3: Use the Activity tab in chat.

In a 1:1 chat, you will see a tab at the top labeled **Activity**. Select this tab to see a list of recent channel conversations and chats where the person you are chatting with has participated.

You can click on a given conversation and will be redirected to that specific team and channel.

Note: You will only be able to see content that you have access to as a member of those specific teams and channels.



On the go? Click [here](#) for a short video on quickly scanning activity on your mobile device.

Want to learn more about how to control your activity? Click [here](#) to see how to change notification settings.

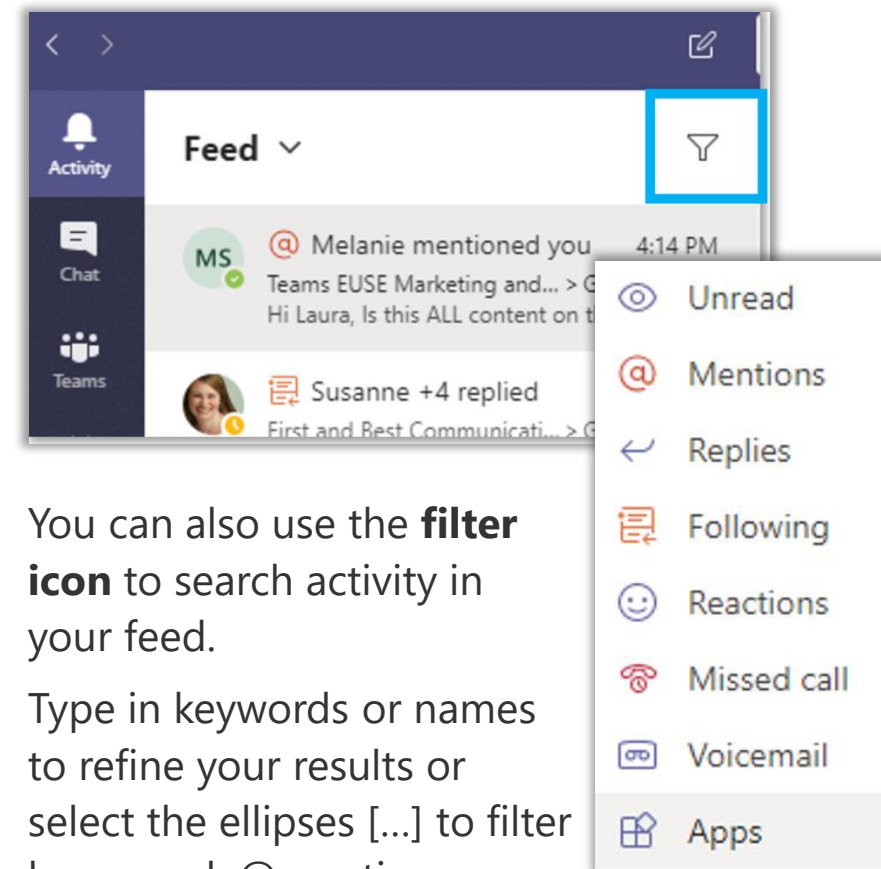
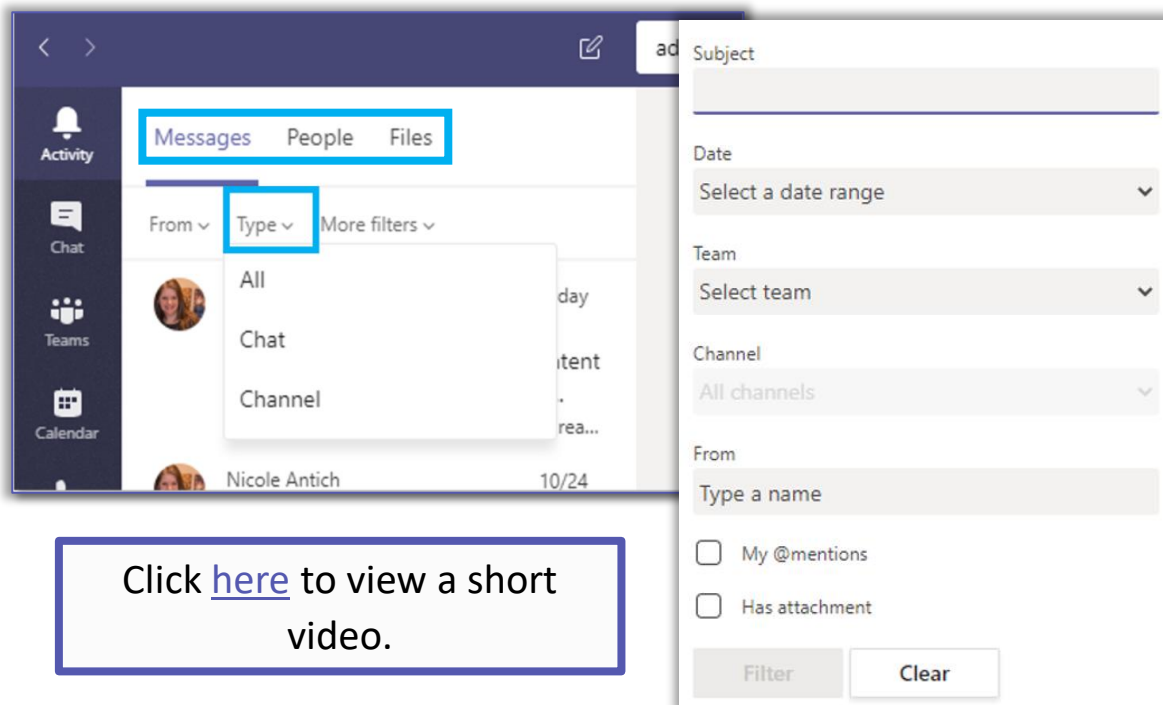


Search and organize content

Tip 4: Filter your results

Simply enter your search terms into the command box. Use the **Messages**, **People**, and **Files** tabs above your results to refine your search.

A second tier of filters appears after you make your initial selection, allowing you to get more granular results such as a date range, who the message is from, and more.



You can also use the **filter icon** to search activity in your feed.

Type in keywords or names to refine your results or select the ellipses [...] to filter by unread, @mentions, replies, and more.

Click [here](#) to see more.



Search and organize content

Tip 5: Use Control F (Ctrl+F) to search messages within a chat or channel in Teams.

Simply select the area you want to search—say, the General channel within a team—enter Ctrl+F followed by your search terms, then select the **Enter** key.

For more shortcuts, you can select your profile picture followed by **Keyboard shortcuts**.

Click [here](#) for further details on searching messages.

The screenshot displays the 'Keyboard shortcuts' dialog box in Microsoft Teams. The dialog is titled 'Keyboard shortcuts' and includes a close button (X) in the top right corner. Below the title, it states 'Keyboard language is: English (United States)'. The dialog is organized into several sections, each with a list of shortcuts and their corresponding key combinations. The sections shown are:

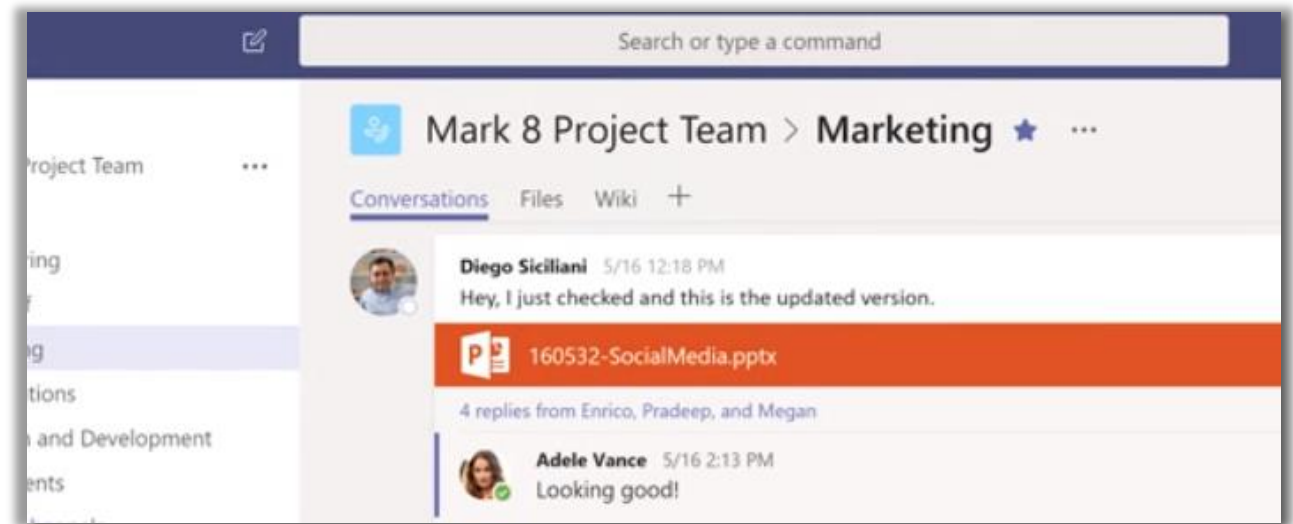
- General**:
 - Show keyboard shortcuts: Ctrl + .
 - Go to Search: Ctrl + E
- Navigation**:
 - Open Activity: Ctrl + 1
 - Open Chat: Ctrl + 2
 - Open Teams: Ctrl + 3
 - Open Calls: Ctrl + 4
- Meetings, Calls and Calendar**:
 - Accept video call: Ctrl + Shift + A
 - Accept audio call: Ctrl + Shift + S
 - Decline call: Ctrl + Shift + D
 - Start audio call: Ctrl + Shift + C
 - Start video call: Ctrl + Shift + U
 - Toggle mute: Ctrl + Shift + M
- Messaging**:
 - Go to compose box: C
 - Expand compose box: Ctrl + Shift + X
 - Send (expanded compose box): Ctrl + Enter
 - Attach file: Ctrl + O
 - Start new line: Shift + Enter
 - Reply to thread: R



Search and organize content

Tip 6: Use the command box at the top of the screen to help you search, take quick actions, or launch apps. There are several ways to use the command box to search for messages, people, and documents:

- Type what you're looking for in the command box. If you pause after typing, you'll see suggested results. Press **Enter** to see more results.
- To find a group chat or meeting chat, **combine names and/or keywords**.
- **Slash commands** allow you to perform certain tasks and filter search results - Type a **/** to see a list of commands and descriptions.
- Type **@[someone's name]**, press **Tab**, and then type a message to someone without moving away from what you're working on.
- **From:**[author of message in channel/chat]
- **in:**[location of the message, either in channel or named group chat]
- **subject:**[subject of the channel message]
- **Sent:**[YYYY-MM-DD]



Click [here](#) to learn more about commands in Teams.



Search and organize content

Tip 7: Use Files to locate recent documents

Chatting or meeting with someone and need to find a recently worked on document?

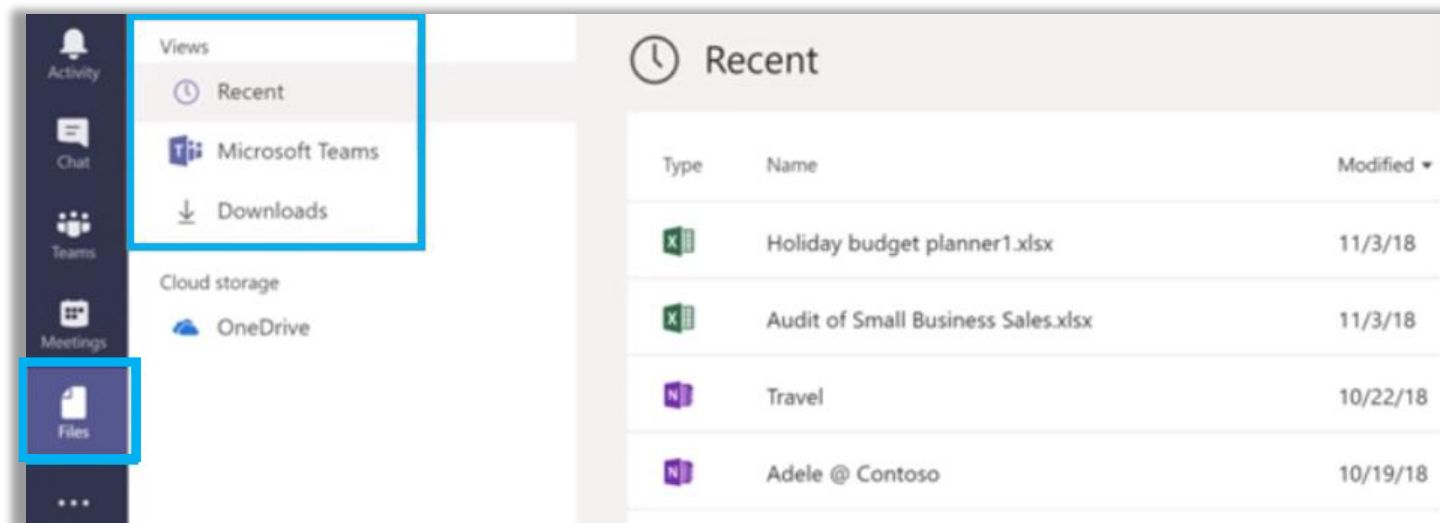
Select the **Files** icon in the left rail.

This view brings together a variety of sources:

- Files available to you within Teams
- Files from across Office 365, including SharePoint and OneDrive for Business
- Files you've downloaded

Note: You can also type **/files** in the command box, press the space bar, and then type keywords for the file you need.

Or type a key phrase into the command box, press Enter, and then select the **Files** filter.



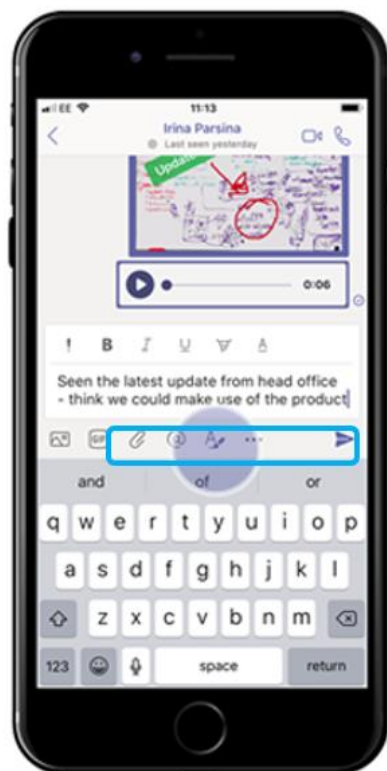
Click [here](#) to learn more about exploring files in Teams.

Chat like a pro

Tip 1: Expand your message for richer formatting options.

For formatting options, simply click the Format icon. 

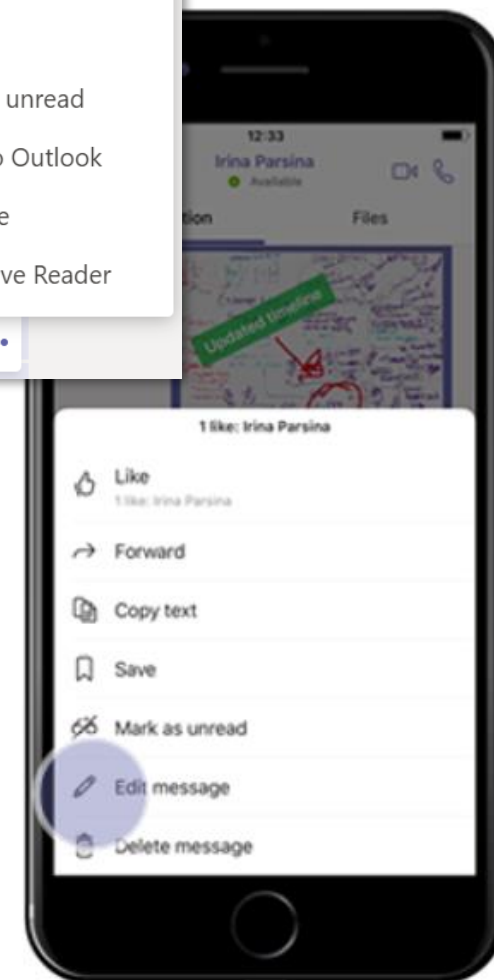
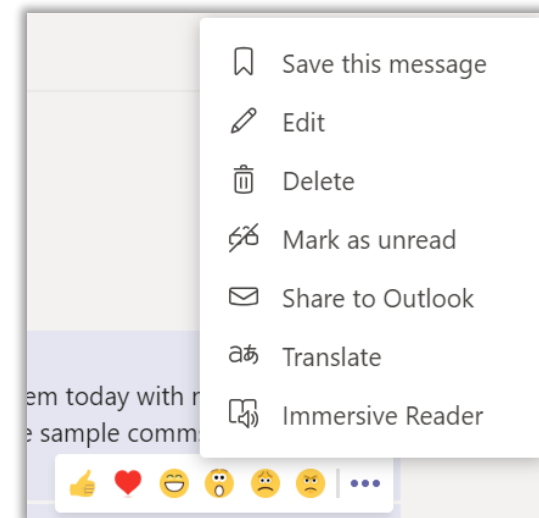
Here, you can mark a message as 'important', bold and italicize text, highlight text, change spacing, add bullets and more.



Notice a typo or forget something after you sent a message? You can easily correct a mistake by clicking 'Edit' or 'Delete' the message and start over.

From a desktop, simply click the ellipse followed by **Edit** or **Delete**.

From a mobile device, simply press and hold the message you wish to edit or delete. The option menu will appear where you can make your selection and complete changes.



Click [here](#) to view a short video on formatting posts.



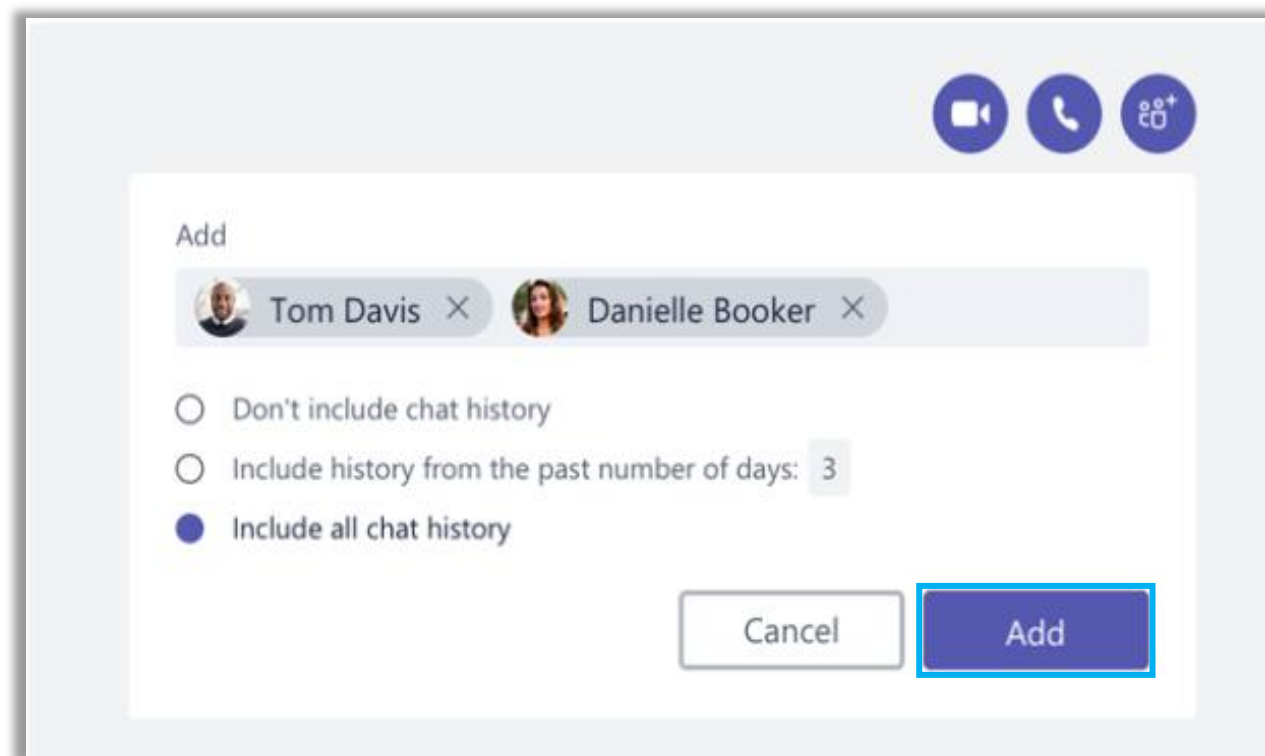
Chat like a pro

Tip 2: Add people to an existing chat.

To loop more people into a private conversation, select the **Add people** icon in the upper-right corner of your chat window.

Type the names of the people you'd like to add, select how much of the chat history to include, and click **Add**.

Note: You can only include chat history when adding someone to a group chat (not a one-on-one chat).



Want to remove yourself from a group chat? Click [here](#) to learn more.

Click [here](#) for more on starting a chat, adding people and more.

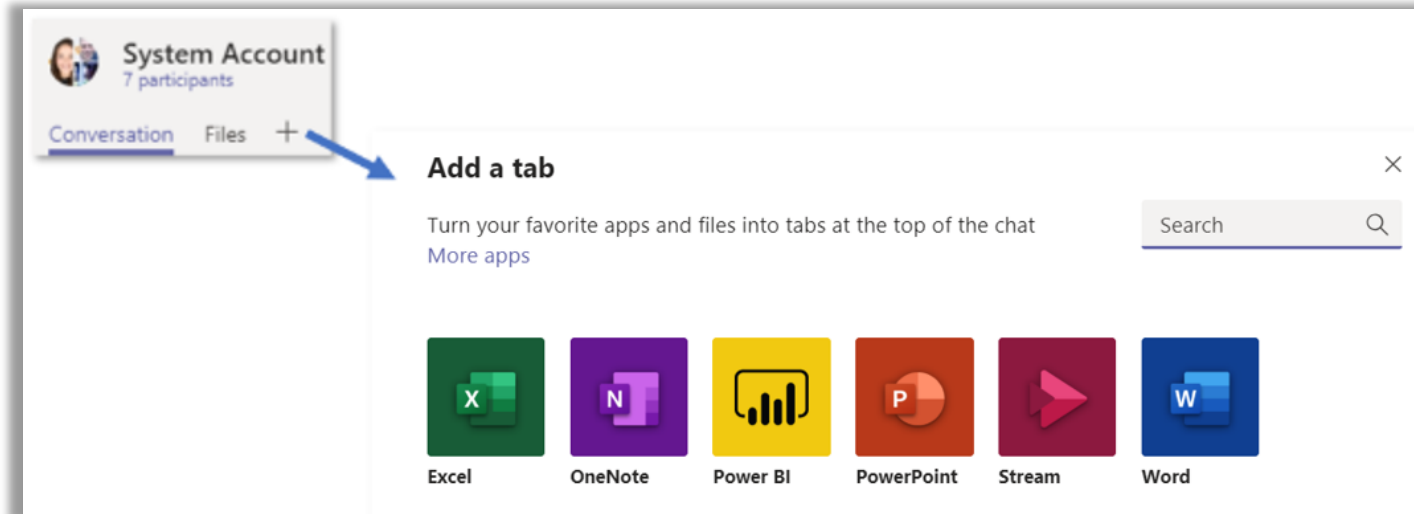
Chat like a pro

Tip 3: Add tabs to both one-on-one and group chats to enhance productivity.

For example, if you're collaborating on a PowerPoint presentation, add a PowerPoint tab so you can work on it directly in the chat.

To add a tab, select the plus icon (+) in the upper-left side of the chat window.

Select the app you'd like to add. Give the tab a name and select **Save**.




Click [here](#) to learn more about adding a tab (app).

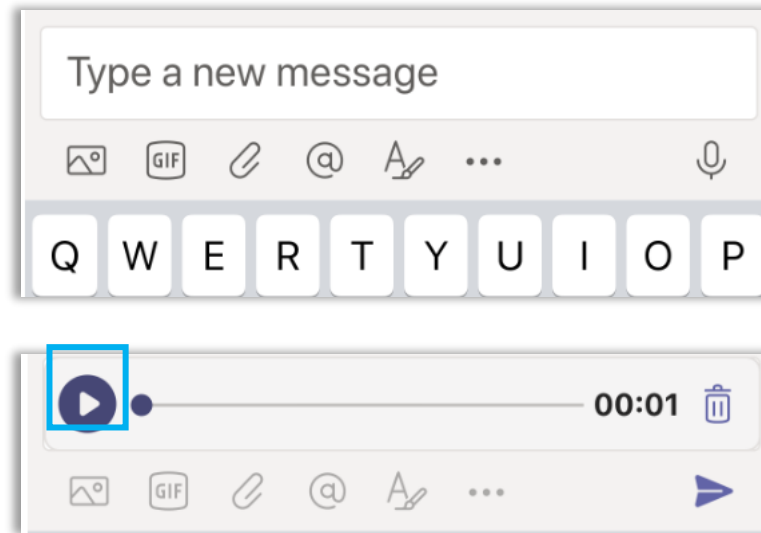
Chat like a pro using the mobile app

Tip 1: Communicate easily with a voice message.

Ever wanted to add personality or tone to a chat? How about describing the sound your printer is making to your IT helpdesk?

Record and send an audio message using chat by following these steps:

- Open Chat
- Press and hold the voice recorder icon 
- Record your message
- Press 'Play' to hear your message
- Delete the message if you are not satisfied
Or 'Send' the message



Chat like a pro using the mobile app

Tip 2: Easily share your location with precision.

Traveling and need to share your building location or lunch spot?

1. On the type message options click on the ... to open the more options menu
2. On the menu select location
3. By default Teams will place a marker on your physical location but you can search or change it to a specific address (you need to grant permission to Microsoft Teams to use your location)
4. Click on Share Location

Note: As a recipient, if you click the location card using a mobile device, the map location will open on your default maps application. On desktop, it will open the map location with Bing maps.



Chat like a pro using the mobile app

Tip 3: Always on the go? Use Quiet hours to choose when to be notified of work activities on your mobile device.

- Open the menu in your Teams mobile app.
- Select Settings.
- Select Quiet hours in the top of the screen.
- Click on the switch next to Daily quiet hours.
- Set your From time and your select To time, you won't get any notifications from Teams mobile app during these hours every day.
- Go back and select Quiet days.
- Select those days that you don't want any notifications on, this will block notifications for the whole day.

